

## What if I need a doctor and YHC is closed?

If you need to see a doctor after hours, please call 13 SICK (13 7425). This is a bulk billed service (free!) and they can arrange to visit you at home!

If the matter is urgent, Frankston Hospital Accident and Emergency is open 24/7 - phone 9784 7777.

## What about test results?

If your doctor orders tests, they will arrange with you how you get the results—either they will give you a call or get you to come in for another appointment.



## Got feedback?

If you have any feedback for us, we would love to hear it! You can tell one of our workers, fill out a feedback form (there will be some in the waiting room) or email us at [clinic@headspacefrankston.org.au](mailto:clinic@headspacefrankston.org.au).

If it is a complaint, we will do everything we can to fix the issue - you can stay anonymous if you prefer! You are also welcome to contact the Health Services Commissioner on 1800 136 066 (free call).

A—62 Playne Street, Frankston  
P—9769 6419  
E—[headspace@headspacefrankston.org.au](mailto:headspace@headspacefrankston.org.au)

**headspace** National Youth Mental Health Foundation is funded by the Australian Government Department of Health under the Youth Mental Health Initiative



headspace  
Frankston



Youth Health Clinic



## What to expect from the Youth Health Clinic

Our awesome team provide services including:

- General check ups and treatment
- Vaccinations
- Sexual health (STI checks, contraception, pregnancy)
- Dealing with mental health issues
- Treatment of chronic health conditions

If you need pathology taken, we do that as well!

Our team includes:

Dr Brad Gray

Dr John Giannakakis

Dr Sue Boucher

Dr Nic Giammarra

Dr Elsa Gladigau

Cathy (sexual health nurse)

Kris (mental health nurse)

**The YHC is an AGPAL accredited general practice.**



## What is the Youth Health Clinic?

The YHC is part of headspace Frankston, an early intervention mental health service for young people 12-25 who live in the Frankston/Mornington Peninsula region.

The YHC program provides primary health care services. We have male and female GP's, a sexual health nurse and a mental health nurse.

## Need to make an appointment?

So we can make sure everyone has enough time with the GP, the YHC is appointment based.

To make an appointment, just give us a call or drop in!

Please note that you will receive an SMS 2 days prior to your appointment—you will need to confirm that you are coming or your appointment will be given to another young person.

Our Youth Health Clinic is **FREE** and **CONFIDENTIAL**..  
And it is here **FOR YOU!**



## When are you open?

Mondays	9am—5pm
Tuesdays	9am—5pm
Wednesdays	9am—5pm
Thursdays	9am—6pm
Fridays	9am—5pm

## Confidentiality

All staff at headspace Frankston have a responsibility to keep all your information confidential. We will not share any of your information with anyone else without your permission.

Whether your information is in a physical file or a computer program, it is protected and can only be accessed by people involved in your care.

Under the Health Records Act, you are entitled to access your file with us. Please speak to our receptionist if you need to do this. Please note that this process can take up to 30 days.